

Argyll and Bute Council

**CRITICAL ACTIVITY RECOVERY PLAN:  
HIGH SCHOOL**

<b>High School</b>	
<b>Address</b>	
<b>Head Teacher</b>	
<b>Head of Service</b>	
<b>School Capacity</b>	
<b>Current School Roll</b>	
<b>Area Emergency Response Team Contact</b>	
<b>Plan Owner</b>	
<b>Authorised by</b>	

<b>Version</b>	<b>Status</b>	<b>Author</b>	<b>Reason for Issue</b>	<b>Date</b>
	<i>e.g. draft</i>			

**Distribution List**

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## 1. OVERVIEW

- 1.1 Procedure for activating this plan; the diagram at p4 details the process to be applied when an incident occurs that may disrupt normal school services.
- 1.2 This plans deals with those aspects of the education service which must be restored within 5 days. The critical activity for within the scope of education priority levels for education as a critical activity are:-

Estimated period of disruption	Critical Activities
1 – 5 days	e.g. during national exams
6 -10 days	
11 – 15 days	
16 -20 days	

Susan to complete

- 1.3 Dependencies – i.e. other Council services linked to delivery of critical activities for Education, e.g.

Susan to prepopulate core activities, schools can extend list as required.

- janitors, cleaners, catering, transport, IT
- 
- 

**NOTE:** Contact information for these services should be noted in s1.5 below

- 1.4 Dependencies – i.e. external organisations / contractors linked to delivery of critical activities for Education, e.g. suppliers of essential equipment, materials, records

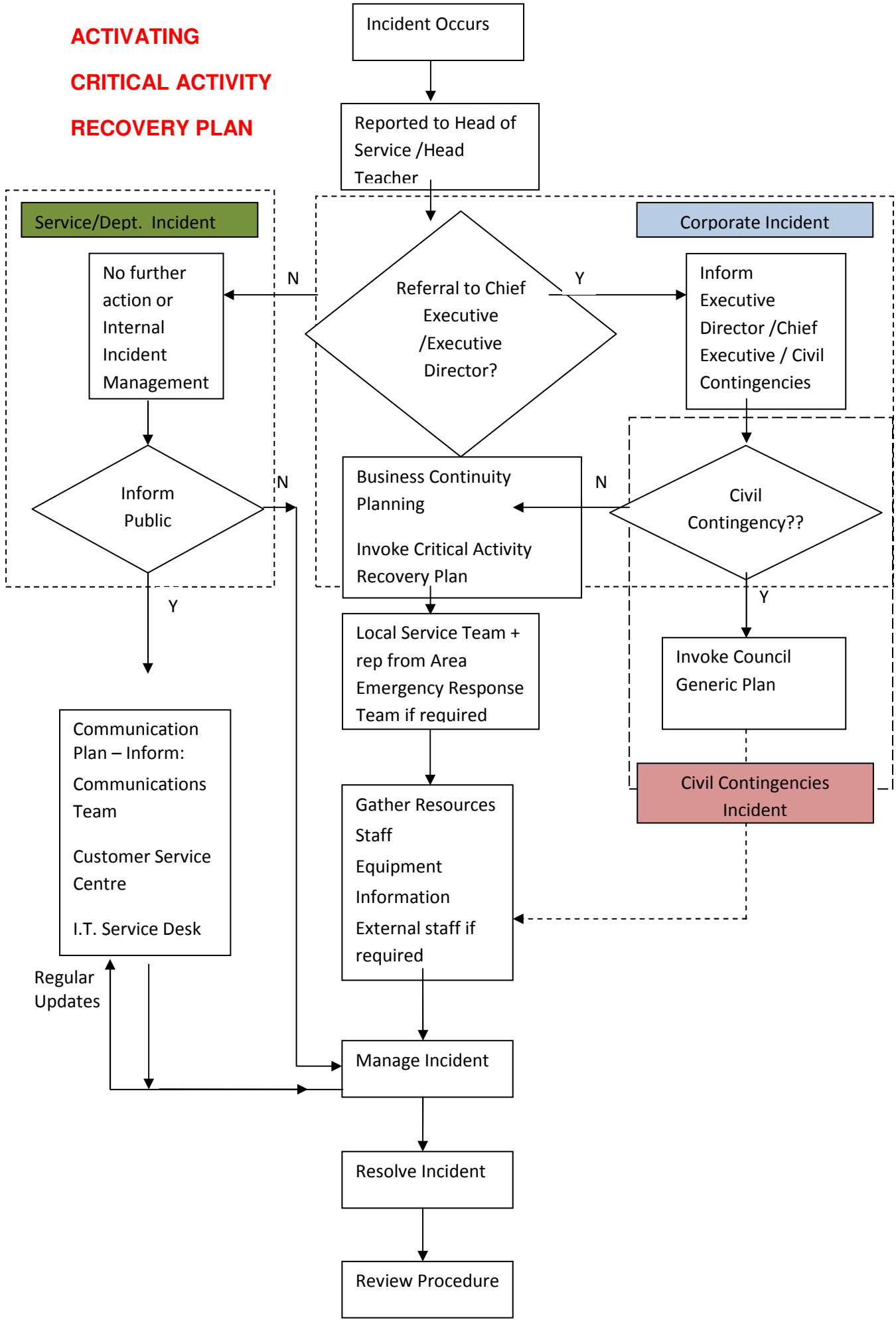
Susan to prepopulate core activities, schools can extend list as required.

- e.g. contractors for pupil transport
- 
- 

**NOTE:** Contact information for these organisations should be noted in s1.5 below

- 1.5 Contact Details – see p5

**ACTIVATING  
CRITICAL ACTIVITY  
RECOVERY PLAN**



**Council contacts** Susan to prepopulate core activities, schools can extend list as required

Role	Name	Office phone number	Mobile & home & out of hours phone numbers (please specify / detail all)	e-mail Address
Head Teacher				
Area Emergency Response Team				
Head of Service				
Plan Owner				
IT contact				
Argyll House				
Communications Team				
Property Services – Technical Advice				
Other support service e.g. transport, meals				
Insurance Section				
<b>All other key staff</b> (e.g. Early years, Child Protection, Psychological Services contacts etc. please list)				

**External contacts** Susan to prepopulate core activities, schools can extend list as required

Organisation	Name	Work phone	Mobile and/or home phone numbers	e-mail Address
Cross reference to external dependencies from Business Impact Assessment				
e.g. SEEMIS				
e.g. SQA				
e.g. external transport contractors				

## 2. PRIORITY ACTIONS

### ➤ Follow process to confirm approval to activate plan

The diagram at s1.1 above sets out the approval process for activating this plan.

**NOTE:** *This plan outlines the basic requirements only; it is not exhaustive but does provide the basis for actions within the first week of a significant disruption of education services.*

### ➤ Area Emergency Response Team

The Head Teacher / service manager / responsible officer will liaise with the Area Emergency Response Team locally to implement the actions detailed in this plan.

### ➤ Co-ordinate local resources

A range of local resources will be required in order to provide education services, including staff, data, equipment, corporate resources (IT, telephony etc.) and input from other related services etc. The actual priorities may be linked to other activities e.g. an examination period. Procedures for identifying and deploying resources are detailed in [ss3-4 below](#).

### ➤ Internal Communication

A range of central services will be necessary to support restoration e.g. IT, telephony etc. Procedures for accessing this support are detailed in [s5 below](#).

### ➤ External Communication

It is essential that pupils, parents, elected members and partners are kept informed of the service status as well as time scales for restoring these and any alternative arrangements that should be used meantime. Procedures for this aspect are detailed in [s6 below](#).

### ➤ Incident Checklist and Incident Log

The incident checklist and log provided in [ss7-8](#) below must be completed each time the Critical Activity Recovery Plan is invoked and must be copied to the relevant line manager / Head of Service.

**NOTE:** *In addition to the above actions the senior officer on site will be responsible for monitoring the health, safety and welfare of all staff and anyone else on the premises at all times during the recovery stage. The security of Council premises, equipment and other resources should be similarly maintained.*

### 3 RESOURCES REQUIRED

#### 3.1 School Buildings

3.1.1 Part of the school, or possibly the whole school, may not be available for use due to its destruction or loss of essential systems (e.g. power, telephony). Four options may be considered;

- Part of the school can continue to be used safely (consult Health and Safety team and Property Services) and what proportion of school pupils can remain there
- Alternative accommodation may be available locally on a temporary basis
- There may be additional capacity at other schools in the area
- Installing temporary units at a suitable location near the school building (e.g. playing fields). However this is likely to be the most expensive option and has an extended lead in time. Generally some short term arrangements will be required until this option can be implemented.

Although such an event is likely to affect a wide range of school activities, the focus for business continuity is on critical activities only i.e. the provision of education.

Teaching of most subjects should be feasible at the relocation site selected, some subjects may need special arrangements e.g. science laboratories, physical education, home economics etc.

3.1.2 Details of alternative high schools, with their capacity and current school roll:

School	Spare Capacity	Journey Time

3.1.3 Details of temporary accommodation available (e.g. portacabin units) or alternative / suitable temporary facilities:

Location	Capacity	Ready for Occupation*
		*e.g. connected to services, furnished – insert status

3.1.4 Based on the above details, the agreed relocation arrangements to meet the current roll of the school are:



Relocation Site 1	Relocation Site 2	Relocation Site 3
e.g. proportion of pupils can access alternative location within original school building	e.g. proportion of pupils can access alternative location within temporary accommodation units	e.g. proportion of pupils can access alternative location within another school(s)

**ACTION**

Details of the availability of the relocation sites, together with contact details for the Head Teacher / service manager at that site and the procedures for accessing and installing any necessary equipment at the location, must be documented in an Annex attached to this plan before submission to the Head of Service for approval.

**3.2 Staff**

3.2.1 The Head Teacher will identify those staff required at the relocation site. All non-essential staff will be directed to work from home (or another school) until alternative arrangements are made

3.2.2 Head teachers should consider minimum staffing levels for the functions actually required at the relocation site e.g. teachers, teaching assistants, administration staff, janitors, cleaners. The number and range of staff is likely to be linked to the contingency arrangement actually deployed.

**ACTION** If delivery of a critical activity relies on a single named individual, this must be added to the operational risk register for the service.

**3.3 Service Data & Records**

3.3.1 Computer systems Susan to prepopulate core systems, schools can extend list as required

IT Systems used	Loss of data workaround (link 3.5 as appropriate)
e.g. SEEMiS, GLOW, PECOS	e.g. via word processed or hand written register for pupil attendance
Internet / email	e.g. fax, telephone

**ACTION:** The availability and functionality of the specified workaround must be must be documented in an Annex attached to this plan before submission to the Head of Service for approval.

### 3.3.2 Manual (paper) systems

Storage (originals and backups)	Loss of data workaround (link 3.5 as appropriate)
e.g. visitor / fire register	

**ACTION:** The availability and functionality of the specified workaround must be documented in an Annex attached to this plan before submission to the Head of Service for approval.

3.3.3 Systems (IT or manual) with no workaround; these must be recorded in the Operational Risk Register for the Service.

### 3.4 Essential equipment / materials

These may be available within the Council or from external suppliers (reference Contact List at s1.6 above) Susan to prepopulate core equipment, schools can extend list as required e.g. X per pupil

Description	Min. No. Required	Primary Source	Alternative Supplies
e.g. desks, chairs,			
PCs, printers etc.			
Whiteboards			

**ACTION:** Details of the availability, location and procedures for accessing alternative supplies (including external suppliers) must be documented in an Annex attached to this plan before submission to the Head of Service for approval.

3.5 **Grab Bag:** this should contain essential records, equipment etc. required to deliver critical activities (education services) and stored at the primary relocation site, the minimum contents required to be maintained / updated are –

Item	Quantity	Comments
School Recovery Plan	-	Updated on (date)
e.g. school roll, parents contact details, staff contact details, inventories	-	Updated on (date)
e.g. medical information, parental consents, investigations		
e.g. USB drive with essential information - encrypted		

**ACTION:** The contents and functionality of the 'Grab Bag' will be verified by the relevant Area Emergency Response Team representative at least once every six months.

3.5.1 Utilities: the location of all emergency cut-off points should be detailed below:

<b>WATER</b>	
<b>ELECTRICITY</b>	
<b>GAS</b>	

## 4. INTERFACE WITH OTHER SERVICES

- 4.1 Other services may be needed to deliver the school's normal operations e.g. transport, meals, crossing patrols. The contact details for these should be entered at **s1.5** above and may, in the short term be used to temporarily cancel those services until alternative arrangements are in place. If pupils are relocated to another school then arrangements should be made with the relevant Head Teacher / service manager to address the additional demand and staff in Facility Services would implement Action Plans for transport, catering etc. as required.
- 4.2 The Area Emergency Response Team representative should liaise with counterparts in other departments to ensure that appropriate links are made with central services e.g. communications team, to update parents of current status. **Susan to prepopulate key services, schools can extend list as required**

Linked Activity	Detail Council Service / External Contractor
e.g. school meals, pupil etc. transport	e.g. Facility Services

**ACTION:** Detailed Action Plans describing the procedures for accessing these linked services / contractors, together with contact details for key staff in that service / organisation, must be documented in an Annex attached to this plan before submission to each relevant Head of Service for approval. **Susan to provide standard agreement as required e.g. with Facility Services.**

## 5. COUNCIL COMMUNICATIONS

### 5.1 Telephony

If telephony to the principal location is inoperable, staff will use their mobiles and inform key contacts of the loss of telephony. Essential telephone numbers will be transferred if possible to either staff mobiles or recovery location desks. Staff relocating to a new site will use the number on the desks they occupy. The whole council, key customers and suppliers will be e-mailed with the change in contact numbers.

All schools should retain an analogue hand set (i.e. not digital / cordless); this will extend its operating time for a short period if electricity supplies are disrupted. In the event that both land line and mobile systems are unavailable the Council may be able to deploy the mobile communications trailer to the area, as agreed by senior management.

Head teachers should contact IT Helpdesk to arrange for critical telephone numbers will be transferred, as noted below:

Phone or Fax number	Original number	Transfer number

## 5.2 **Management Reporting**

The following are the key departments or contacts within the council with whom the Area Emergency Response Team representative should be communicating.

<b>Contact</b>	<b>Issues</b>	<b>Timescale</b>
Executive Director and / or Chief Executive (depending on scale of incident)	If failure is extensive or affects external e-mail service	Immediately
Communications	Extent of failure/disruption and recovery timescales	Within 4 hours + on going
Members Services	Issues affecting service to Members	Within 4 hours + on going, as agreed by SMT

- 5.3 Service staff - the Area Emergency Response Team representative will be responsible for updating staff on the status of the incident, this officer will also liaise with senior management to advise them of any emerging issues notified by staff.

## **6. EXTERNAL COMMUNICATION**

- 6.1 Staff should not talk to the media directly but refer all press questions to the Communications team, as below. Any issue or occurrence which could attract press attention must be escalated through a manager to the Senior Management Team and they should pass it on to the Communications team who may designate people to give media interviews after appropriate training and briefing. Susan to include specific arrangements available in Education e.g. notifying parents via text, Twitter etc.

Telephone – 01546 604276 / 07768 556247

Email – [pressoffice@argyll-bute.gov.uk](mailto:pressoffice@argyll-bute.gov.uk)

- 6.2 The Area Emergency Response Team representative should liaise with local managers, the Head of Service to enable the Communications team to provide information to the public and partner agencies on the current status of service capacity and the anticipated timescales for returning to normal service e.g. website updates, briefings for Contact Centre staff.

## **7. INCIDENT MANAGEMENT CHECKLIST**

To be completed by Area Emergency Response Team representative, Annex 1.

## **8 INCIDENT LOG**

To be completed by Area Emergency Response Team representative, Annex 2. This should record all instances when the plan has been invoked as well as noting any changes required to the existing plan or related procedures.

## **9. SRP QUALITY CHECK**

To be completed by Area Emergency Response Team representative, Annex 3

## ANNEX 1: Critical Activity Recovery Plan Incident Checklist

Action	Initiated by	Approved by	Outcome / Detail	Comment
Request approval to activate CARP				
Establish contact with AERT + establish local response team				
Pupil / Staff Lists				Confirming all pupils / staff accounted for before & after incident
Co-ordinate resources				
Establish internal communications				
Establish external communications				
Complete incident log (Annex 2)				





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## ANNEX 3: Critical Activity Recovery Plan Quality Check

Section / Detail	Status	Action Required	Completed by	Date
Cover Sheet; all details entered in full				
ss1.2-1.4; critical activities, periods, internal + external dependencies input				
S1.5; contact details, all relevant information input for internal services and external contacts (suppliers etc.)				
s3.1; Premises; relocation arrangements properly identified, supported by action plan signed off by relevant Heads of Service for original and recovery location(s)				
s3.2; Staff; risk register to incorporate dependency on a single named individual				
s3.3; Data + record tables properly complete with separate action plan detailing workaround, signed off by Head of Service.				

s3.4; Equipment / materials information completed, identifying alternative internal + external suppliers as appropriate				
s3.5; Grab Bag; the identified contents appear adequate / sufficient and are verified as available at identified location.				
s4; all relevant linked services required to deliver critical activities have been properly identified and action plans are available detailing these arrangements.				
s5; all telephony information is current + complete				